



Title: Adult Services Case Management social work practice lead	Role Profile Number: SBC_11996
Grade: Level 10	Date Prepared: 21/11/2023
Directorate/Group: Adult Services	Reporting to: Deputy Director Transformation, Adults
Structure Chart attached:	

Job Purpose

We have implemented a new case management and finance system for Adult Services and we need an Experienced Social Worker to be our practice lead to ensure we continuously improve our systems (Liquidlogic and ContrOCC) so that it keeps pace with practice changes whilst enabling us to get maximum data and insights from the system. The practice lead is the vital ‘glue’ between our data and insight team, our business systems team, our teams of front line practitioners, our finance teams and our senior leadership team.

We are looking for a proactive, enthusiastic, hardworking individual who is passionate about making a difference. It is important you understand the breadth and nuances of social work teams within the Adults directorate as you will be representing the best interests of the whole Adults Service, not just the interests of any one team. You will understand all the various elements of Social Work practice from Safeguarding to our front door team, acute teams, learning disability teams, integrated pathways team (previously known as complex care), to community led support teams.

Key Accountabilities

- You will be the key point of contact for social work colleagues and finance colleagues and external colleagues (such as care providers) on system improvement opportunities.
- You will assess the impact of requested system changes:
 - On the efficiency and effectiveness of processes. Processes should be streamlined.
 - On the quality of social work practice. Processes should encourage high quality practice.
 - The ‘big picture’ i.e. the potential impact of doing something for one team, on another team or another process. It is one system for all of Adult Social Care and Finance, decisions must not be made in siloes.
 - On the data & insights we can collect. Reportable evidence is key to make strategic decisions, BAU decisions and as evidence for CQC assessments.

- You will keep pace with legislative and practice changes affecting Adult Social Care, maintaining your professional social work qualification to ensure the system reflects best practice. You will uphold standards of practice for social workers as defined by the Health and Care Professions Council and in accordance with the BASW Professional Capabilities Framework for Social Workers. You will use this knowledge to proactively identify where new system changes are required.
- You will chair the change board which makes decisions about whether or not changes should be made to the systems and the priority level of changes. You will ensure the board works effectively and there are clear supporting processes and templates in place which are well understood by Adult Social Care and enabling teams such as Data & Insights, Data Management and Business Systems.
- You will prepare a forward plan of system changes informed by relevant competing priorities.
- You will proactively put in place processes to regularly 'check-in' with Adult Social Care and Finance teams to ensure there is a continuous feedback loop on how the system is working for colleagues in the Directorate in order to inform future changes and continuously improve the system.
- Attending testing sessions and actively testing any changes in the systems, bringing your knowledge of real example cases to stress test the system. You will ensure relevant parts of the business have tested the changes as well as yourself. You will sign off all system changes as acceptable post-testing before they can be moved into LIVE.
- Attending the wider Adults transformation weekly team meetings and engaging with this team so that you understand upcoming and active projects within the transformation programme as the the system is likely to need to be changed as a result of these projects.
- You will ensure our public facing processes both finance and social work are continuously improved as well as the back-office internal only processes.
- You will be a proven self-starter, working on own initiative and proactively identifying and responding to business needs.
- This is a role where you will largely identify and manage your own workplan. You will assure the Deputy Director Transformation, and where relevant other members of the senior leadership team, that this is in line with business needs.

Knowledge & Experience

- Proven track record of strengths-based social work with adults, including the safeguarding of adults.
- Extensive knowledge of health and social care and other relevant legislation policies and guidance.
- Demonstrable experience of front line social work practice (2 years +, preferably also having been employed as an Experienced Social Worker).
- Strong understanding of the nuances/differences in practice across the various teams in Adult Social Care.
- Proven experience from design, testing through to implementation of new system processes.
- Knowledge of finance processes which are linked to Adult Social Care, particularly financial assessment processes.
- Planning and workload management skills.
- Proven experience of being able to work with external partners in the design and implementation of new system processes e.g. Voluntary and Community Sector and Care Providers.
- Strong written skills.

Qualifications

- Qualified Social Worker, Degree in relevant profession (preferably previously employed as an Experienced Social Worker)

Decision Making

- You will chair the change board which makes decisions about whether or not changes should be made to the systems and the priority level of changes.
- You will sign off all system changes as acceptable post-testing before they can be moved into LIVE. Including public facing processes.
- You will be responsible for identifying and escalating business critical risks and issues to the relevant member of the Adults Senior Leadership team, this is most likely to be the Deputy Director Transformation or the Head of Finance for Adults.

Creativity and Innovation

- Work on own initiative; think laterally, to take a logical problem-solving approach to support the implementation of the new system.
- Ability to communicate in writing and within meetings with colleagues at all levels within the Directorate to provide clarity and to promote knowledge sharing.
- Ability to understand the 'big picture' but also able to pay attention to detail.
- Computer literate – able to quickly pick up an understanding the existing and new functionality within the system.
- Ability to understanding differing working practices across the Adults teams.
- A determination to ensure that the new systems keep Best Practice at the forefront of design.

<u>Job Scope</u> Number and types of jobs managed <ul style="list-style-type: none">• None directly managed but decisions made by this role will be implemented by the business systems teams, so the postholder is strongly influencing the workplan for the systems team. Typical tasks supervised/allocated to others <ul style="list-style-type: none">• System changes.	Budget Holder Responsibility Asset Responsibility:	No
---	---	----

Contacts and Relationships

- This role will work closely with the every single team in the Adults Directorate, including finance teams. You will spend lots of time in workshops with colleagues from across the Directorate, you will need to encourage collaboration, open-mindedness to change and engagement and enthusiasm for the new systems.

- This role will work closely with the business systems team, data & insight team and ASC data management team.
- This role will report headline updates and escalations on system development to the Adults Senior Leadership team.
- This role will be our point of contact for external partners on our system processes.
- Deal with people at all levels confidently and diplomatically.